



STATE OF ILLINOIS CMS VOICE MAIL

Quick Reference

Voice Mail Access Number:

312-814-4400 (Chicago)
217-524-4400 (Springfield)

Voice Mail Help Desk:

217-55R-HELP
217-55(7-4357)

Log in:
(from your phone)

dial the voice mail access number
enter your passcode

Log in:
(from another State of Illinois
Centrex telephone)

dial the voice mail access number
dial *
enter your 7 digit mailbox number
press *
enter your passcode

Log in:
(from outside the State of
Illinois offices)

dial the voice mail access number
press *
enter your 7-digit mailbox number
enter your passcode



CMS VOICE MAIL

QUICK REFERENCE

User Options:

login
press U or 8 for user options
press G or 4 to change your greeting
press N or 6 to change your name
press L or 5 to change a distribution list
press C or 2 to change a call schedule option
press T or 8 to activate user tutorial
press X or 9 to exit user options

Change passcode:

login
press U or 8 for user options
press P or 7 for new passcode (4-10 digits)
system confirms new passcode

Record Name:

login
press U or 8 for user options
press N or 6 for name
press L or 5 to listen to your name
press R or 7 to record your name
(press # after you speak your name)
press X or 9 to exit to the main menu

Record Greeting:

login
press U or 8 for user options
press G or 4 for greeting
press P or 7 to change your primary personal greeting
press R or 7 to record your primary personal greeting
(press # after you have spoken your greeting)
press X or 9 to exit to the main menu

(Please note: there are others greeting choices offered in the menu, however, the primary personal greeting is the easiest to use and sounds the most professional.)



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QUICK REFERENCE

Checking Messages:

login
press P or 7 to play

While your message is playing:

* rewinds 5 seconds
forwards 5 seconds
1 to pause for 30 seconds
T or 8 to skip to the top of the next message
T* or 8* to go back to the top of the previous message
P to play the current message again in it's entirety

After your message is played:

press D or 3 to delete your message
press * to retrieve a deleted message
press P or 7 to play the next message

press K or 5 to keep your message
press P or 7 to play the next message

** press A or 2 to answer the sender of the message
record your message and press #
press R or 7 to review
press D or 3 to delete & re-record OR
press X or 9 to send your answer

** press G or 4 to give the message to another user
enter 7-digit mailbox number to give the message
to & press the # key, OR
enter additional mailbox numbers followed by
the # key
record your comments and press # to stop recording
press R or 7 to review
press D or 3 to delete & re-record OR press X
or 9 to complete giving your message to
another user

** (Please note, both of these features work only if the recipient has a voice mailbox on the State of Illinois Centrex.)



CMS VOICE MAIL

QUICK REFERENCE

Send a Message:

login
press M or 6 to make a message
enter 7 digit mailbox number to send message to
enter another mailbox number if necessary
press # when done entering mailbox numbers
record message and press # when done speaking
press R or 7 to review
press D or 3 to delete & re-record OR
press X or 9 to send

OR

press M or 6 to access message addressing options:

C (2) – confidential

R (7) – receipt requested

U (8) – urgent

F (3) – future delivery

X (9) – to send message

Distribution List:

login
press U or 8 for user options
press L or 5 for distribution list
enter the number of the distribution list (between 10–24)
press N or 6 to record a name for the distribution list
press A or 2 to add members; press D or 3 to drop members
enter the mailbox number of the users you wish to add or
drop
press R or 7 to review the list
press X or 9 to exit to the main menu

To Use Distribution List:

follow the Send a Message directions at the top of this page,
using a distribution list number in place of a mailbox
number (Please note: you must add a zero in front
of the distribution list number in order for this
feature to work. For example list number “15”
becomes list number “015” when using this feature.)